

		Week Ending									
UAMS - NWA	Weekly Report	9/12/2020	9/5/2020	8/29/2020	8/22/2020	8/15/2020	8/8/2020	8/1/2020	7/25/2020	7/18/2020	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	156	109	129	71	70	21	0			272
	# Indexes Complete	117	66	104	65	53	20	0			212
	% Indexed Complete	75.00%	60.60%	80.60%	91.50%	76%	95.20%				77.90%
	# Indexes unreachable (Max Attempts)	24	6	3	0	3	0	0			33
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	15.40%	5.50%	2.30%	0.00%	4.30%	0.00%				12.10%
	# Indexes Attempted calls (all completions + at least 1 attempt)	156	109	135	71	62	24	0			272
	Average time from Index Received to Index Reached	0:13.48:14	0:09.18:13	0:16.46:38							0:15.24:58
	Average Index Handle Time	0:00:14:30	0:00:19:09	0:00:12:08							0:00:17:42
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	57.10%	52.30%	59.50%							57.00%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.00%	100.00%	94.60%							100.00%
Contacts	# contacts generated	273	222	357	218	167	45	0			505
	# contacts generated per Index Complete	2.3	3.4	3.4	3.4	3.2	2.3				2.4
	# contacts complete	177	93	328	176	128	43	0			326
	% contacts complete	64.80%	41.90%	91.90%	80.70%	77%	95.60%				64.60%
	# contacts unreachable (Max Attempts + missing phone numbers)	46	33	10	0	0	0	0			101
	% contacts unreachable (Max Attempts + missing phone numbers)	16.80%	14.90%	2.80%	0.00%	0.00%	0.00%				20.00%
	# contact ATTEMPTED(??) (all completions + at least 1 attempt)	206	129	311	167	113	34	0			206
	Average Time from Contact Generated to Contact Reached	0:17:54:03	0:10:15:56	0:13:14:20							0:21:53:06
	Average Contact Handle Time	0:00:08:48	0:00:10:01	0:00:10:55							0:00:10:41
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	26.00%	26.30%	73.00%							29.30%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	41.40%	50.90%	91.40%							42.00%
	Average Time from receipt of initial case name to full completion of all related contacts	1:11:31:26	0:23:19:32	1:06:53:45							1:17:58:04